



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

2248
2645

Applicant

: John Crook

Title of Invention

: METHOD OF PROCESSING AN
INBOUND CALL IN A CALL CENTER

Filed

: March 13, 2000

RECEIVED

OCT 05 2001

Technology Center 2600

Serial No.

: 09/523,935

Group Art Unit

: 2748

Examiner

: Not Yet Assigned

Attorney Docket No.

: 024/22

Box Non-Fee Amendment
Commissioner for Patents
Washington, DC 20231

PRELIMINARY AMENDMENT

Sir:

Prior to examination on the merits, please amend the above referenced application as follows:

IN THE CLAIMS:

Please cancel claims 48-52, and amend claims 11, 18, 21, 25-28, 31, 35, 40, 42, 46 and 47 as shown in the following clean versions: